

Memorandum of Understanding (MOU)
Agency of Human Services (AHS) Creative Workforce Solutions (CWS) Initiative
July 1, 2010 – June 30, 2013

This Memorandum of Understanding (MOU) is entered into by and among the Department for Children and Families (DCF), the Department of Disabilities, Aging and Independent Living (DAIL), the Department of Corrections (DOC), and the Department of Mental Health (DMH). The Department Appointing Authorities have acknowledged their agreement by their signatures below.

I. Purpose

The purpose of this MOU is to define the conditions under which the AHS entities agree to participate in and coordinate the work of the CWS as established in the "Act Relating to Implementation of Challenges for Change" (H.792). In accordance with the Act, the parties to this MOU will "pursue a consolidated and coordinated approach to employment services under a single entity, called the Creative Workforce Solutions."

II. Duration

This MOU shall remain in force for three (3) years or until one or more of the parties requests to withdraw from the agreement. The Secretary of the Agency of Human Services must approve the withdrawal of any party from the agreement. The MOU shall be reviewed annually.

III. Mission

The CWS mission is to expand access to employment for AHS customers through a coordinated approach to engaging and supporting employers in hiring AHS participants. By engaging with employers in a consistent and organized manner, CWS will increase access to meaningful work for AHS participants and, in keeping with the purpose and intent of the law, create "better methods for providing government services, while spending less money and still achieving the outcomes specified in the Challenges for Change Act."

IV. Responsibilities

- A. DAIL's Division of Vocational Rehabilitation (DVR) will facilitate the development of CWS on behalf of AHS by providing the organizational framework for the participation of the parties to this agreement. This organizational framework consists of the following:
1. DVR will establish and oversee a Business Account Manager (BAM) for each AHS district. The BAMs will provide outreach to and engage employers on behalf of all participating AHS entities. This is expected to enhance existing AHS-employer relationships and job development efforts.
 2. The BAMs will organize and facilitate local teams consisting primarily of AHS staff and community providers who will reach out directly to employers on behalf of AHS consumers. The primary purpose of employment outreach teams will be to coordinate employer outreach across AHS programs.



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3. DVR will organize and facilitate local AHS leadership teams consisting of local managers from AHS and community partner agencies. These local leadership teams will coordinate and oversee CWS activities at the local level.
4. DVR will organize and chair the CWS Governance Committee. The committee will consist of representatives from the participating entities. The CWS Governance Committee oversees the implementation of the initiative at the state level.

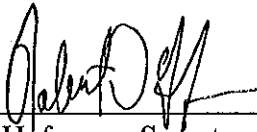
B. All AHS departments that are parties to this MOU agree to the following:

1. To commit and support the participation of appropriate AHS staff and/or AHS-funded community programs providing employment services in the local CWS employment outreach teams.
2. To commit and support participation of AHS managers and/or AHS-funded community partner program managers in the local leadership teams.
3. Each party to this MOU will appoint a staff person to serve on the CWS Governance Committee. The CWS Governance Committee will represent all the AHS programs participating in CWS and will oversee the implementation of the initiative. The CWS Governance Committee will also perform the following tasks:
 - a) Monitor implementation of CWS and gather feedback from the local teams for review by the Committee. Assess progress of implementation and make recommendations for adjustments and redesign as needed to fulfill the mission.
 - b) Assist in the development and design of any CWS trainings, workshops, and conference events.
 - c) Review and approve the content and design of any CWS marketing efforts.
 - d) Assist the AHS Coverage and Services Management Enhancement System (CSME) unit and commit appropriate program, information technology or evaluation staff from the party departments to design and develop appropriate measures and methodologies to evaluate employment outcomes across AHS.
 - e) Identify and resolve systems within AHS that may be barriers to the employment of AHS consumers.
 - f) Make recommendations to the Department Commissioners regarding systemic opportunities to improve employment outcomes for AHS consumers.
4. The Commissioners, and the Secretary, will meet with the CWS Governance group twice during each fiscal year. The purpose of these meetings will be to:
 - a) Assess the progress of the implementation of CWS.
 - b) Review employment outcomes across participating programs.

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- c) Discuss systems barriers to employment for AHS customers as identified by the CWS Governance Committee and identify potential solutions.


AGREED TO:



Rob Hofmann, Secretary
Agency of Human Services

6/14/10


Date



Steve Dale, Commissioner
Department for Children and Families

6/14/10


Date



Joan Senecal, Commissioner
Department of Disabilities, Aging and
Independent Living

6/14/10

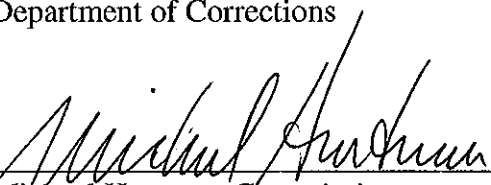
Date



Andrew Pallito, Commissioner
Department of Corrections

6/14/10

Date



Michael Hartman, Commissioner
Department of Mental Health

6/14/10

Date